

Departmental Quarterly Performance Report

Department Name: Department of Human Services

Reporting Period: FY 2002-2003
Third Quarter

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MAJOR PERFORMANCE INITIATVES

List Performance Initiatives

- The Junior League of Miami Inc. had a picnic April 12, 2003 for the residents of Inn Transition South and North and Safespace North and South.
- North Dade Victims Center was awarded \$303,951 form the State of Florida Department of Children and Families to upgrade the security around the perimeter.
- Hands on Miami and WLRN had over 150 volunteers to come to the North Dade Victims Center on May 10, 2003 to paint a mural and bedroom doors, completed a butterfly garden, pad the playground area, bring donations, and have a picnic for the resident.
- Polly Hamilton, Family Violence Treatment Specialist, received the Rochelle Goodwin Child Victim Assistance Professional of the Year Award during National Victim Rights Week.
- The State of Florida Department of Juvenile Justice awarded \$583,000 for continuation funding for the Juvenile Alternative Services Program (JASP). The JASP program served 1,053 juvenile offenders.
- Dade County Role Models Program initiated its first semiannual crime prevention conference featuring local sports celebrities who shared their life experiences with high- risk youth.
- The Delinquency Prevention Services Division coordinated the payment of monetary restitution in the amount of \$7,305 to victims of juvenile crime.
- Delinquency Prevention Services Division coordinated the completion of 5,476 hours of community service performed by juvenile offenders as part of the overall alternative treatment plan.
- All Department employees received the County-mandated HIPAA training as developed by the Employee Relations Department.
- The full capacity of the Correctional-Based Treatment Programs has been restored with the rededication of 64 beds at the Metro-West Detention Center. The full capacity at Metro-West Detention Center is 192, with an additional 48 beds at the Turner Guilford Knight Detention Center and another 32 DUI treatment beds at the Stockade.
- The number active clients served by the Homeless Assessment, Referral and Treatment (HART) program has increased by 40%, from approximately 25 to 42 referrals/releases per month.
- Over the past quarter, the Homeless Outreach, Assessment and Placement Program contacted 2,185 homeless individuals to offer services.
- The Homeless Outreach, Assessment and Placement Program closed two homeless encampments located in the area of N.W. 134 Street and 26 Court. Four homeless individuals were placed in shelters.
- The Homeless Outreach, Assessment and Placement Program's Super NOFA application for FY 2004/2005 was completed and submitted to the Homeless Trust. The \$292,600 grant will cover the period June 2004 through May 2005 and will provide outreach services to a minimum of 7,000 homeless men, women and children.
- The Substance Abuse Newborn Program hosted a team of consultants from the federal Center for Substance Abuse Treatment at the request of the State of Florida Department of Children & Families. The team was assessing the provision of substance abuse services to women and children within District 11.
- Service adjustments to the State of Florida Department of Children & Families grant related to increased operation costs resulted in the closing of the Substance Abuse Newborn Program, effective June 30, 2003.
- The Community Resources unit provided puppet shows, classroom lectures, and special presentations to a total of 4,4,28 students.
- The Community Resources' Substance Abuse Prevention Specialists added a new presentation to its curriculum, the "Private Victories Services", designed to capture the interest of teens and preteens in the fifth and sixth grades. This series of programs encourage youths entering middle school to develop inner strength to accept the consequences of their actions.
- The Community Resources staff completed the mandatory "Project Alert" training in order to add this program to the fall curriculum of services.
- The Community Drug and Crime Prevention Coordination Program, funded by the Byrne Grant, conducted a drug prevention presentation and distributed drug prevention educational materials to 18 Miami-Dade County Public Schools teachers attending an annual teacher's workshop.
- The Office of Rehabilitative Services' Administrative staff has been meeting with representatives of the Estate of Thomas Kehoe to determine the parameter of the continuation of the Jack Orr Ranch agreement.
- The Department of Human Services and the Miami-Dade Housing Agency celebrated the grand re-opening of the Resident Development Enrichment Centers as Enrichment Centers as well as Black History Month.

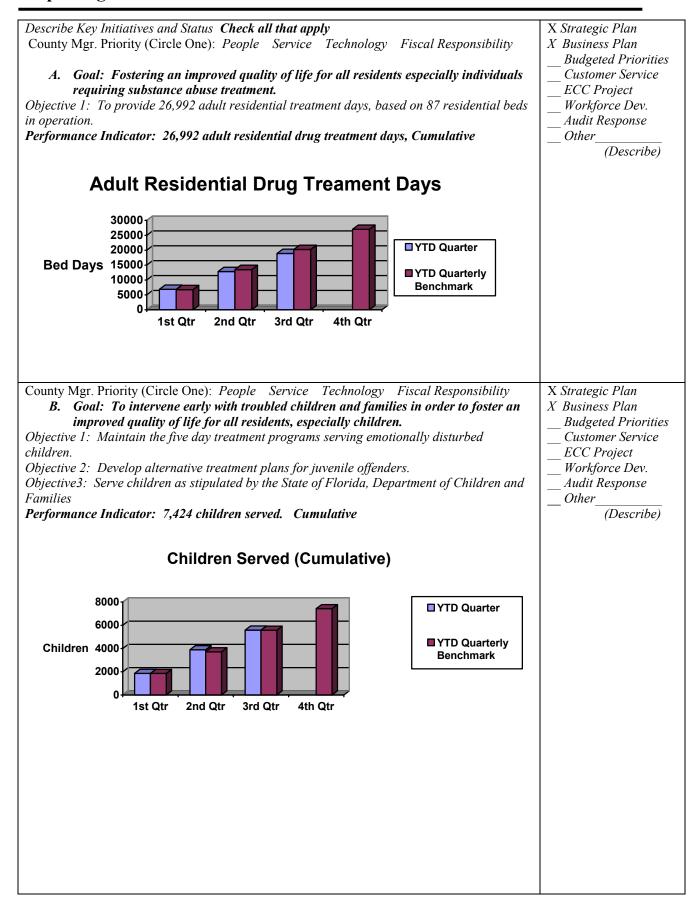
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- Child Development Services in partnership with Family Central, Inc., and the Community Action Agency celebrated the Week of the Young Child by hosting a rally to showcase the programs that help parents and families needing assistance with childcare from infancy up to 13 years of age.
- A group from Indonesia visited the Miami Dade Equal Opportunity Board on April 3, 2002. The group consisted of five leaders interested in human rights and conflict resolution.
- On April 7, 2003, Marcos Regalado, Equal Opportunity Board Director, presented a certificate of appreciation
 to Alfonso Carro for his dedication in helping resolve cases of discrimination through mediation. Mr. Carro is
 an attorney form Costa Rica, attending Nova Southeastern University as a graduate student in dispute
 resolution.
- Pamela Stack, a member of the Domestic Violence Oversight Board, a domestic abuse survivor, an one of the nation's leading advocates against family violence, was chosen as one of three "Hometown Heroes" honored at the star-studded inaugural Volvo for Life Ceremony in New York's Time Square.
- Children from our Psychological Service Specialized Development Centers participated in the National County Government Week (NCGW) to highlight many of the special programs and activities the County offers youth.
- Two Teachers at the Psychological Services, Family and Children's Development Center, Kendall Campus, were highlighted by the Miami Herald as outstanding teachers, Rosa Ojeda and Alina Leon.
- The Neighborhood Services Bureau assisted 3,138 applicants with their tax returns.
- Israeli dignitaries visited the Advocates for Victims Program to exchange "Best Practices" in assisting victims
 of domestic violence and their children.
- The Department of Human Services participated in the Young Women's Summit entitled "I Know I Can" which addresses challenges and concerns faced by Young Women of Miami Dade. The Summit was sponsored by WEDR 99JAMS and Humana.
- As an outgrowth of the COA accreditation process, the Department established a Personnel Committee that
 meets monthly. One of the first projects was the implementation of exit interviews to gather information on the
 work experience in DHS and to get comments o how we can improve as a Department.
- The Department is co-hosting each Wednesday, from 12:00 noon to 1:00 pm a radio program to highlight our services on WAXY 790AM and every Thursday, From 3:00 pm to 3:30 pm a show on Spanish Language Television Telemiami.
- On April 3, 2003, the Department assumed services and staffing of the Helen Sawyer Assisted Living Facility
 when the management company who provided services there dissolved. In order to avoid undue hardship and
 continue the services at this facility without interruption, the Department was approached to assume the services
 and staffing on an interim basis pending solicitation and selection of a new operator through a Request for
 Proposal Process.

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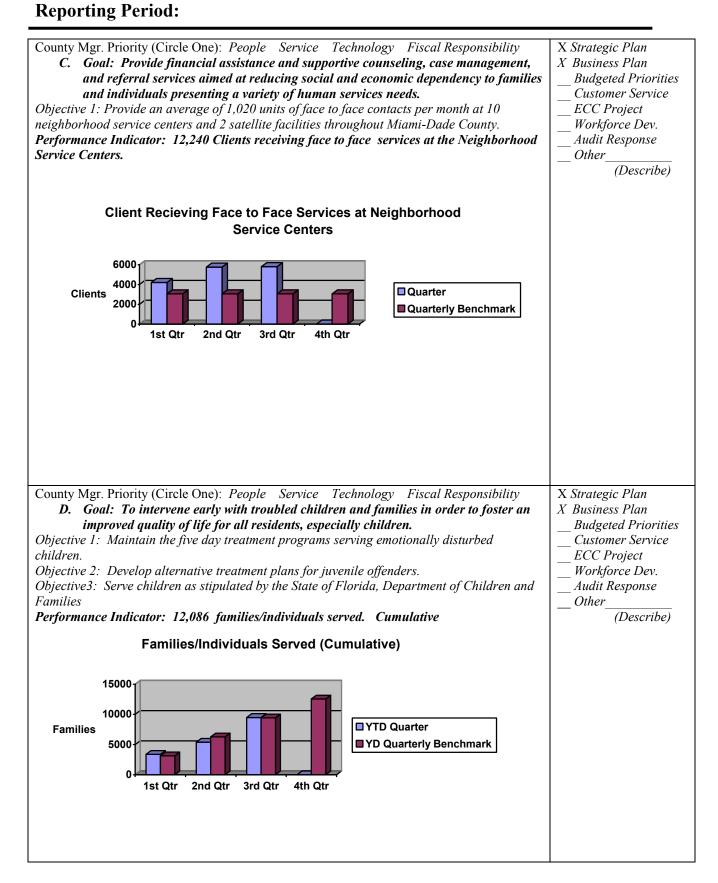
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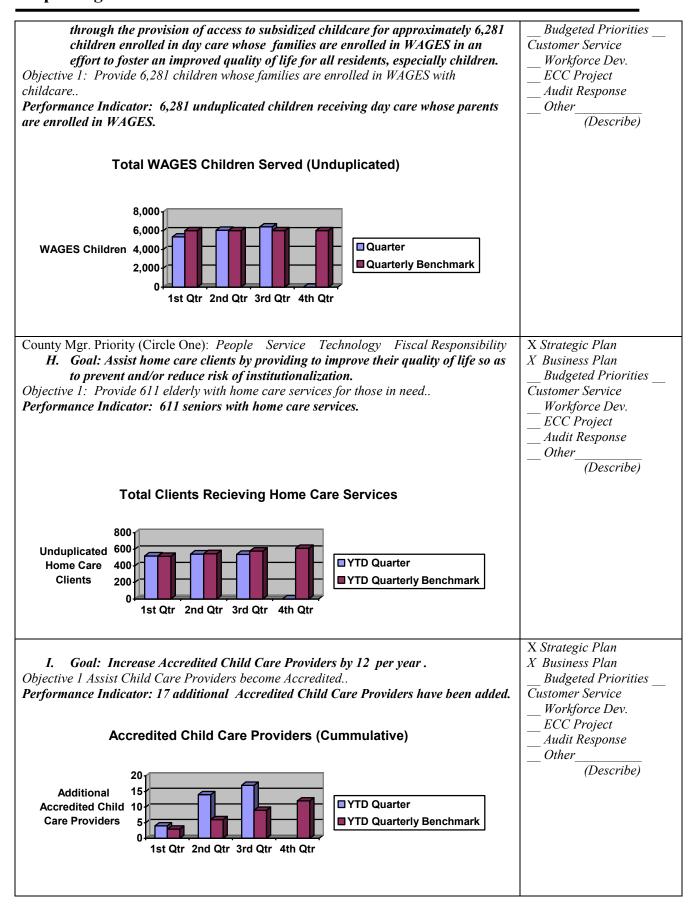
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County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility E. Goal: To intervene early with troubled children and families in order to foster an improved quality of life for all residents, especially children. Objective 1: Maintain the five day treatment programs serving emotionally disturbed children. Objective 2: Develop alternative treatment plans for juvenile offenders. Objective3: Serve children as stipulated by the State of Florida, Department of Children and Families Performance Indicator: Average 85% family improvement as measured with a client satisfaction survey	X Strategic Plan X Business Plan Budgeted Priorities Customer Service Workforce Dev. ECC Project Audit Response Other (Describe)
Family Improvements	
Families 100% 60% 40% 20% 1st Qtr 2nd Qtr 3rd Qtr 4th Qtr	
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility F. Goal: Assist families in becoming and remaining economically self sufficient through the provision of access to subsidized childcare and school readiness services for approximately 16,312 children enrolled in day care in an effort to foster an improved quality of life for all residents, especially children. Objective 1: Provide 16,312 unduplicated children in day care. Performance Indicator: 16,312 unduplicated children in day care.	X Strategic Plan X Business Plan Budgeted Priorities Customer Service Workforce Dev. ECC Project Audit Response Other (Describe)
Total Children Served/Enrolled in Day Care (Unduplicated)	(Describe)
Children 10000 Quarter Quarterly Benchmark	V. Stantonia Plani
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility G. Goal: Assist families in becoming and remaining economically self sufficient	X Strategic Plan X Business Plan

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County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility SERVICE IMPROVEMENTS ADOPTED IN BUDGET: STATUS • Department received first clients at the Inn Transition South. • Department continued providing the enhancements to the TASC Division's Diversion and Treatment Program including the extension of service hours to 10:00 pm at all service sites. • The Department submitted along with Miami-Dade Housing Agency submitted application for US Housing and Urban Development funds. SEE DETAILED ACCOMPLISHMENTS IN FIRST SECTION.	Strategic Plan Business Plan Budgeted Priorities Customer Service Workforce Dev ECC Project Audit Response X Other Accomplishments (Describe)
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility Project 318 Medicaid Billing Ongoing-No change Project 319 Efficiency/Process Review Proposal submitted to OMB-No change Project 443 Employee Participation Assumed by Continuous Quality Improvement Committee-No change Project 682 Automated CBO Systems Completed Project 683 Automated Internal Department Request for Procurement Pending Implementation Project 685 Automate Internal Departmental Personnel Action Pending Implementation Project 754 Compare Performance with Private Providers Council on Accreditation completed report Project 755 Shared Contract Monitoring Pending Alliance for Human Services. Project 758 Work with non-County funding. Pending Alliance for Human Services. Project 444 DHS Facility Maintenance. Completed site visits, met with GSA, Manager's Office, OPI to discuss the Request for Proposal and the requirements	Strategic Plan Business Plan Budgeted Priorities Customer Service Workforce Dev. X ECC Project Audit Response Other (Describe)
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility Not applicable or already included above.	Strategic Plan Business Plan X Budgeted Priorities Customer Service X Workforce Dev ECC Project X Audit Response Other (Describe)

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PERSONNEL SUMMARY

A. Filled/Vacancy Report

	Filled as of		Actual Number of Filled and Vacant positions at the end of each quarter							
	September Current		Quarter 1		Quarter 2		Quarter 3		Quarter 4	
	30 of Prior	Year		Vaca		Vaca		Vaca		Vaca
NUMBER OF	Year	Budget	Filled	nt	Filled	nt	Filled	nt	Filled	nt
FULL-TIME		1,096**	967	129	***	***	***	***		
POSITIONS*	1,147 **									

^{*} Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

- ** Budgeted Positions as of ordinance.
- *** Adjusted for mid-year Budgeted Positions: 1136/filled 1054

Notes:

- B. Key Vacancies
- . Child Development Services Division Director Various Grant Positions
- C. Turnover Issues
- . none
- D. Skill/Hiring Issues
- . none
- E. Part-time, Temporary and Seasonal Personnel (Including the number of temporaries long-term with the Department) Plan has been submitted to OMB and approved for Victims Services.

F. Other Issues

. Making sure that grant funded positions are classified and filled in a timely manner.

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FINANCIAL SUMMARY

(All Dollars in Thousands)

(5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	n mousand	CURRENT FISCAL YEAR						
	PRIOR		Quar	rter	Year-to-date			
	YEAR Actual	Total Annual Budget	Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
◆ Fares, Fees& Misc.	20,018	81,106	20,277	12,476	60,829	54,459	(6,370)	67%A
♦ Atate Operating Assistance	19,914	7,714	1,929	1,566	5,786	4,332	(1,454)	56%A,C
♦ Federal Operating Assistance	65,392	15,603	3,900	2,781	11,702	6,772	(4,930)	43%A,C
♦ Carry- Over	859	0	0	0	0	197	197	N/A E
♦ Transfer from General Fund	59,935	62,354	15,588	0	46,766	0	(46,766)	F
Total	166,118	166,777	41,694	16,823	125,083	65,760	(59,323)	39%C,F
Expense* Salaries and Fringe	53,727	58,889	14,722	13,913	44,167	41,571	2,596	71%
Other Operating	111,752 441	107,713 175	26,928 44	30,198 111	80,785	86,372 445	(5,587)	80-%E 254%B
Capital Total	165,920	166,777	41,694	44,222	125,083	128,388	(3,305)	77%E

(G,H)

Equity in pooled cash (for proprietary funds only) NOT APPLICABLE

Fund/		Projected at Year-end as of			
Subfund	Prior Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4
T-4-1					
Total					

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

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^{*} Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

INCREASE IN PROJECTION IS DUE TO INCREASE IN BUDGETED CARRYOVER AND INCREASE IN STATE GRANTS.

- (A) REVENUE FROM THE MIAMI-DADE SCHOOL READINESS COALITION IS BUDGETED AS STATE (\$30,154K) AND FEDERAL (\$42,522K); BUT RECORDED AS FEES DUE TO CONTRACTUAL CHANGES. THE ORDINANCE WILL BE ADJUSTED AT YEAR-ED TO REFLECT THE CONTRACTUAL CHANGE IN SOURCE DESIGNATION. THE BUDGET COLUMN ABOVE HAS BEEN ADJUSTED FOR THIS CHANGE.
- (B) <u>Capital expenditure are associated with Inn-Transition South Grant and Miami-Dade School Readiness Coalition Computer purchases.</u>
- (C) REVENUE COLLECITONS ARE USUALLY A QUARTER BEHIND.
- (D) TABLE OF ORGANIZATION TO BE CORRECTED TO REFLECT DEPT./BOARD OF COUNTY COMMISSIONER'S ACTION.
- (E) EXPENDITURES INCLUDE SPECIAL APPROPRIATION CBO'S THAT WILL BE REIMBURSED BY OMB AT YEAR END.
- (F) GENERAL FUND IS TRANSFERRED TO DHS AT YEAR END.
- (G) BUDGET INCLUDES MID-YEAR ITEMS (\$825K STATE GRANT AND \$506K COLA).
- (H) <u>Carryover and The Elderly At-Risk Meals State Grant has to be added to the Ordinance at Year end.</u>

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

As noted above the Department of Human Services is projected to come within the authorized budgeted expenditures. The Department projects to receive the following:

- Reimbursement for expenditures incurred associated with Martin Fine (\$120,000) FY 2002-2003 form the Miami-Dade Housing Agency.
- Reimbursement for expenditures incurred associated with projected 90 day emergency operations of Helen Sawyer Adult Assisted Living Facility pending Request for Proposal for management of the program from the Miami-Dade Housing Agency, projection for 90 days-\$232,500.
- Reimbursement for HOPE VI from the Miami-Dade Housing Agency projected as \$433,000.
- Reimbursement for Resident Services from the Miami-Dade Housing Agency projected as \$1,414,000.
- Reimbursement for Social Services Master Plan from recaptured Office of Community and Economic Development's Community Development Block Grant funds projected as \$50,000.
- Reimbursement for Inn Transition South projected as \$271,000.
- Reimbursement for New Beginnings Program projected as \$372,000. Note does not include savings pending proposed 5% reduction (\$85,000).
- Reimbursement for South Dade Skills Center projected as \$80,000.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

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Signature Department Director	Date	

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